



Committed to Quality for sustainable Living &
Customer's satisfaction

Sustainability report 2021



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About this Report

Foodco is pleased to introduce its third release of annual sustainability report for the year 2021, exhibiting our continuous Commitment to observing and reporting our environmental, social and governance performance. This report highlights our Commitment to operating and growing in a sustainable manner whilst generating shared value to all our stakeholders.

[Scope of the report](#)

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GRI Accordance

This report has been prepared in accordance with GRI Standards (Core option).

Alignments

The report aligns with GRI Standards, United Nations Sustainable Development Goals (SDGs), and UAE Vision 2021.

Comparable Data

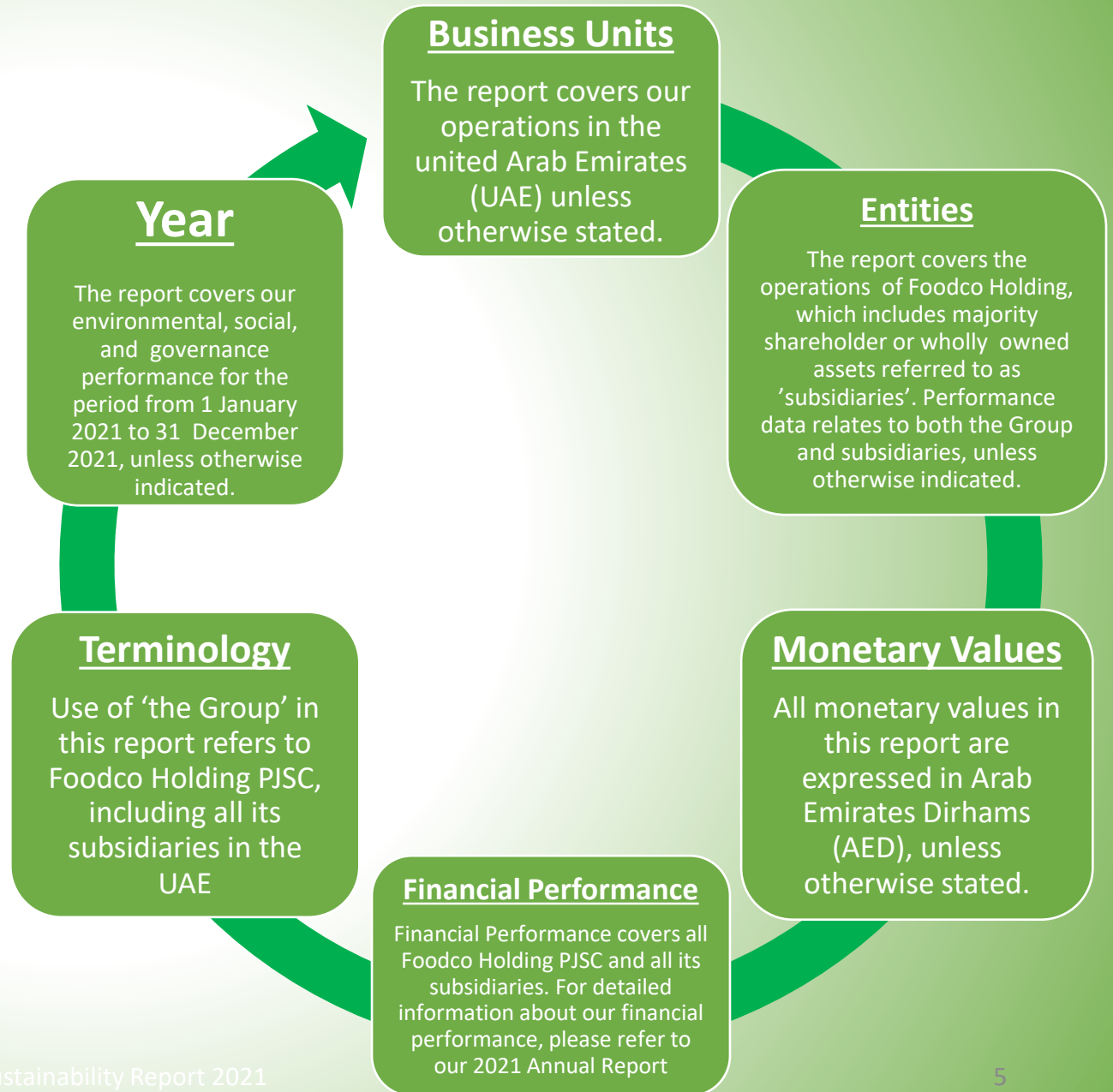
Most disclosures in this report cover historical data of 2019 and 2020, showcasing developments over time

External Assurance

We chose not to appoint an external party to audit our nonfinancial data for this report. We followed an internal assurance process to give our stakeholders full confidence in the accuracy of the information reported.



Scope of the Report



2021 Highlights

Maintaining Ethical, Responsible & Profitable Business



123 Million AED in Revenue

829 Million AED investment

0(Zero) in bribery or corruption cases

95% Of Customers are satisfied with Quality of our products

Fostering Diverse, Healthy & Safe Communities



84% Employees Satisfaction

9% increase of our newly hired female employees

19 Different nationalities work at Foodco Holding

535 Hours of training in health, safety and environmental protection

0(Zero) Occupational injury

0(Zero) Vehicles collision

Innovation and Reengineering product Quality & sustainability



Healthy vegan meals & healthy Snack introduced

<1.2 Customer complaints per a million-product sold

100% Suppliers evaluation and screening for Quality, health, safety and environmental compliance

27 Million AED Ready for sale Products and Services

54 New SKUs introduced

Preserving and Protecting the Environment



12% Decrease in electricity Consumption

8% Decrease in GHG emission

123 tones of recycled waste

11% landfilled waste from total waste

Message from **The CFO**

With great pleasure, it honors us in Foodco Holding to send off our Third release of Sustainability Report for the year of 2021. This comprehensive report covers a wide scope of approaches, with passion to integrate Environmental, Social and Governance (ESG) guidelines and best practices into all areas of our businesses.

Regardless of difficulties of the pandemic, Foodco Holdings' reaction has stayed strong We went to all potential lengths to safeguard our Employees, their families, and the communities where we serve. the commitment of each employee has kept our Businesses running securely and keep on giving our communities the fundamental services that we offer, while adding to our local economies.

Today, like never before previously, we remain strategically aligned with the UAE's vision of economic, social and environmental success of the country, and Foodco Holdings' procedure is particularly situated to stick to worldwide social obligation and manageability best practices connected with our industry.

At Foodco Holdings, we see Sustainability in the broadest sense and work in regard of the climate, society, and financial prosperity. All through our activities, we develop high quality products to meet the needs of our consumers and community

Our sustainability report sheds light on our key sustainability priorities, anchored to four strategic pillars: Fostering Healthy & Safe Communities, Innovating & Rethinking Product Quality & Sustainability, Preserving & Protecting the Environment, and Maintaining Ethical, Responsible & Profitable Business. This report provides in-depth information and commitments we have made to drive sustainability in our day-to-day activities, and through all areas of operations

Sustainability at Foodco holding is our priority and responsibility as members of the community to ensure we our business is leaving a positive impact to the environment for future generations

It's our belief to build a sustainable business and embracing the leadership role and guidance to build sustainable communities for a better tomorrow.

With hard owrk, commitment and dedication we together will achieve the goals.



Mr. Mohamed Hafez
Chief Finance Officer

Message from **The General Manager**

Being mindful and constantly working closely with the market demands & trends amid the industry transformation driven by innovation, sustainability, and unpredictable market disruptions. we are now more focused on aligning business activities with the impact on the environment, as well promoting awareness for all stakeholders and communities of the correlation between a company's growth and the environmental, social and governance (ESG) strategies and implementations. At Foodco Holdings, we have been strategically evolving to ensure the innovation, continuity, and value to all our customers and shareholders, whilst maximizing our positive impact on society and the environment around us.

we are always on a look-out to ensure customer's health and satisfaction, as well as environmentally friendly, we introduced 100% plant-based products including JUNE bran for effective business continuity. subsequently we innovated 54 SKUs during the challenging year of 2021 to provide healthy and nutritional products.

Foodco Holding's sustainability report for 2021 outlined this versatility and our enabled potential to develop worth and profits to investors and society. For that, I want to pause for a minute to thank every single individual that added to this report and every one of the accomplishments featured inside it, as I really like every one of your endeavors and commitments to this venture that we have left on. Straightforwardness will constantly remain our core value, as we keep on making a genuine commitment to individuals' lives through difficult tasks and responsibilities, by keeping sustainability at the core of how we carry on with work.



Mr. Waseem Halabi
General Manager

Values in Action
Our compassionate Response to Covid-19



While Market conditions globally has gone through serious challenges due to Covid-19 Pandemic, Our core value of being **"One Team"** has played a significant role to face it together collaboratively and ensured our employees, specifically frontline workers, their safety and the safety of our customers were the priority by applying the best safety measures available.



EMPLOYEE SAFETY

Foodco Holding is responsible for over 370 employees across the UAE business locations. As the impacts of the Covid-19 infection became visible, we immediately executed measures to defend their wellbeing and prosperity.

RESPONSE PLAN

Covid-19 response protocol was made and shared by our HR team across all business units with a command to screen the pandemic all through our business locations and set guidelines for worker safety. Clear Communication through email and banners as well as all available online and offline modems were used to outlining market conditions, risk assessments and safety protocols.



Our Company



- At a glance
- Who are we
- What we do
- Where we Operate
- Our value Chain
- Ours Strategy
- Business Review

At a glance

Foodco Holding was established in 2006 as a result of the growth and increased diversity of the companies encompassed by Abu Dhabi National Foodstuff Company (Foodco LLC) presently. A renowned and respected firm in the region that was established in Abu Dhabi in 1979 as a public shareholding entity under the patronage of His Highness Sheikh Khalifa Bin Zayed Al Nahyan, the President of U.A.E. Foodco Holding comprises four subsidiary companies, Foodco LLC, Sense Gourmet, Dana Plaza and Oasis all of which operate as standalone entities under the holding company.

Setup as a public shareholding entity, the Abu Dhabi National Foodstuff Company, now known as Foodco Holding, is the core foundation of the group. Benefiting from a strategic location, strong financial backing, a solid infrastructure and a progressive approach, the company flourished, paving the way for further growth and development.



We are the Award Winner of **Super Brand 2021**



Trusted Supplier in the region

19 Brands of an expanding portfolio

Exporting to more than 5 countries



Voted **Product of the year 2021**



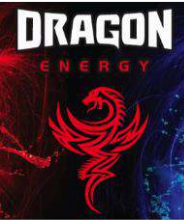
AND UAE'S CHOICE FOR 2021 IS

The advertisement features a central podium with several products: a large purple bag of Shehrazade rice, a large yellow jug of Virginia Pure Clean Oil, a small jar of Virginia Peanut Butter, and a smaller bag of Virginia cornmeal. Above the products are the logos for Shehrazade and Virginia. A large gold seal in the foreground reads 'AWARDED Superbrands UAE'S CHOICE 2021'. The background is a vibrant green with golden light streaks and bokeh effects.

Creating value through our brands

Our portfolio of essential, trusted brands continues to diversify and expand, touching new lives every day

We retain our customers by offering them the highest Quality and multiple choices of premium brans, customers excellent care is the main reason why we are the award winners of product of the year choice and being the super bran



The Good Taste of life وللحياة طعم أفضل

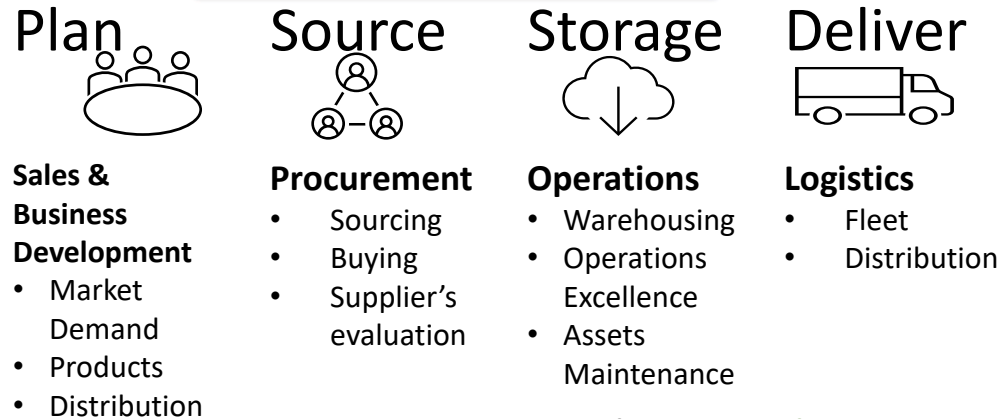


Optimizing Values into all Operations

The base of our success are our core values, which have been integrated across all our operations that have transformed the culture to be highly focused on safe, efficient and productive work environment.

Business Lines:
Supply Chain,
Warehousing,
Logistics

Value Chain Model



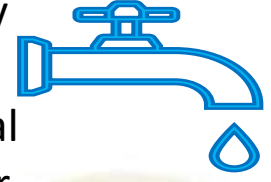
Effectiveness
Operations Excellence, best quality and Continuous improvement are keys foundation of delivering sustained value for our shareholders. With strategic plan mapped out to deliver efficiency and productivity our operations in 2022. we excelled in facing the challenges of a volatile market and impacted supply routes. To meet market demand , cost-saving measures were implemented across supply chain, operation lines and logistics networks

Driven by our values



At Foodco Holding P.J.S.C

We take pride on our commitment of ensuring highest quality and customer satisfaction as a way of sustaining business relation and fostering a healthy community. Our long-term goal is to nourish healthy generations and make our planet a better place as greener and healthier.



Our Sustainability vision

Meeting Goals of the UAE sustainability vision 2030 as well as UN Sustainable Development goals

Committed to Quality for Sustainable living

Operations Excellence to ensure better customer care and satisfaction

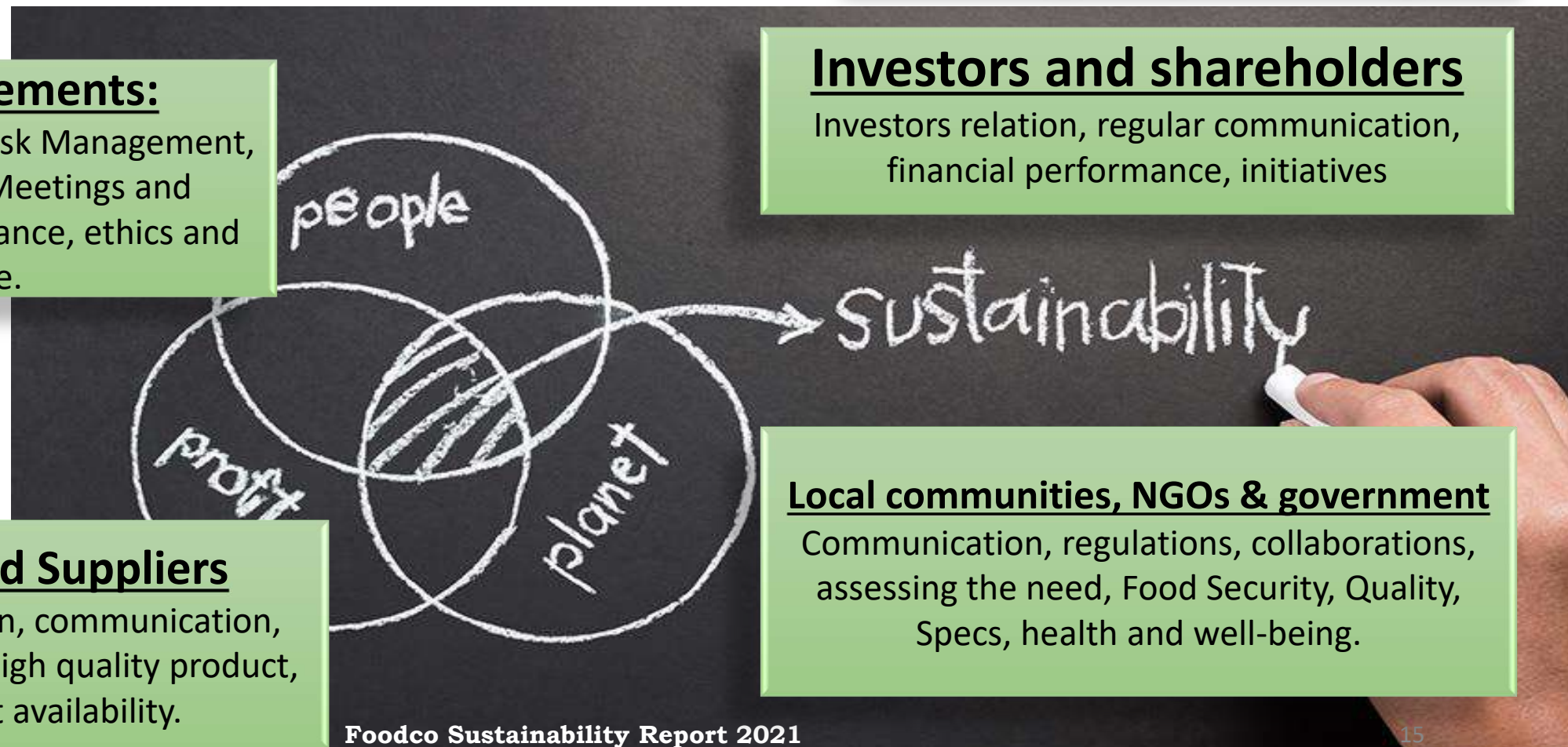


Listening to our stakeholders

Employees:
Communication, Training, Career Development, Seccession plans, Rewards and recognitions, Team Meetings.

Senior Managements:
Business Development, Risk Management, Business Continuity, Meetings and Communication, Governance, ethics and compliance.

Investors and shareholders
Investors relation, regular communication, financial performance, initiatives



Customers and Suppliers
Customer's satisfaction, communication, Supplier's evaluation, high quality product, pricing, product availability.

Local communities, NGOs & government
Communication, regulations, collaborations, assessing the need, Food Security, Quality, Specs, health and well-being.

Our Priorities on Sustainability Topics

Highly Materiality

Product Quality & Safety

Corporate Governance and business ethical practices

Food waste reduction

Financial performance

Workplace health and safety

Employees Development and retention

Innovation and circular economy

Materiality

Workplace Diversity and equal opportunity

Waste Management

Customer Satisfaction

Human rights

Food Security

Important

Employees Engagement and Well-being

Healthy Products

Climate change

Community contribution & investment.

Environmental Impact



Maintaining Ethical, Responsible and Profitable Business

Foodco Holding is Committed to sustainable model and economy in alignment with sustainability visions of UAE and United Nation. We are committed to generate profitable and high values to all stakeholders without compromising our responsibility toward social, environment and business ethics

Material Topics

- Our Finance Performance
- Corporate Governance
- Risk Management and Internal Controls
- Ethical Business Conduct
- Supporting Human rights
- Our Customers
- Responsible Marketing



SUSTAINABLE DEVELOPMENT GOALS

1 NO POVERTY

2 ZERO HUNGER

3 GOOD HEALTH AND WELL-BEING

4 QUALITY EDUCATION

5 GENDER EQUALITY

6 CLEAN WATER AND SANITATION

7 AFFORDABLE AND CLEAN ENERGY

8 DECENT WORK AND ECONOMIC GROWTH

9 INDUSTRY, INNOVATION AND INFRASTRUCTURE

10 REDUCED INEQUALITIES

11 SUSTAINABLE CITIES AND COMMUNITIES

12 RESPONSIBLE CONSUMPTION AND PRODUCTION

13 CLIMATE ACTION

14 LIFE BELOW WATER

15 LIFE ON LAND

16 PEACE, JUSTICE AND STRONG INSTITUTIONS

17 PARTNERSHIPS FOR THE GOALS

SUSTAINABLE DEVELOPMENT GOALS

Corporate Governance

FOODCO Holding PJSC, effectively applies the principles of corporate governance due to the keenness of the Board of Directors to protect and maximize the shareholders' equity; the Company is committed to apply the principles of Corporate Governance in accordance with the Securities and Commodities Authority (SCA) Resolution No. (3/RM of 2020) concerning the regulations of Corporate Governance and standards of institutional discipline

The Board of Directors adopted a Corporate Governance guide which includes a set of rules and policies, and by which the commercial, financial and administrative operations of the company are managed and monitored to achieve its goals and plans in order to ensure compliance with the best corporate governance practices and standards of institutional discipline. This helps the Board of Directors to exercise the responsibilities entrusted to it by the Company its shareholders. The Board of Directors may modify some of these regulations or dispense some of them as they deem appropriate in accordance with their accumulated experiences or as required by the applicable laws and regulations.

Regulation also stipulates that these rules, regulations and policies are binding on all members of the Board of Directors, Executive Management, Managers and Employees, and may be amended only by a decision of the Board.

Risk Management Framework



ANTI- MONEY LAUNDERING AND COMBATING THE FINANCING OF TERRORISM AND ILLEGAL ORGANISATIONS

- The Federal Decree-law No. (20) of 2018 on Anti-Money Laundering and Combating the Financing of Terrorism and Financing of Illegal Organizations creates an obligation on all compliance officer to report suspicious activities directly through its electronic system or by any means approved by the Financial Intelligence Unit (" FIU") of the UAE Central Bank.
- Registration on the 'GOAML' portal is mandatory for all Relevant Persons including Designated Non-Financial Businesses ("DNFBPs") so we had registered both Foodco holding company and DANAPLAZA company

In Foodco Holding Risk and Internal controls, we cover:

What is the trade or business activities shall be considered a DNFBP?

Customer Due Diligence (CDD)

Identify the Customer's identity

Suspecting of transaction

Internal Supervision and Foreign Branches and Subsidiaries

Compliance Officer Tasks

Important questions to always be addressed

High-Risk Jurisdiction



فودكو القابضة ش.م.ع.
Foodco Holding P.J.S.C.

Information Technology

Fleet Management System (FMS)

We have been driven by certain pillars that impacts our business vision and mission when it comes to fleet optimization, efficiency and productivity.

And from such a belief we have been using FMSi IVMS as a means of:

- Tracking our fleet of vehicles and the delivery routes taken.
- Monitoring drivers' behaviors and trends.
- Reducing violations and risks.
- Educating drivers by setting KPIs.
- Proper utilization, monitoring and controlling of our fleet.



ERP Process Flows Automation

Since automation became the new trend impacting companies' business performance we had to adopt such a trend in our business having in mind that we are using one of the most stable and powerful ERP applications worldwide (SAP).

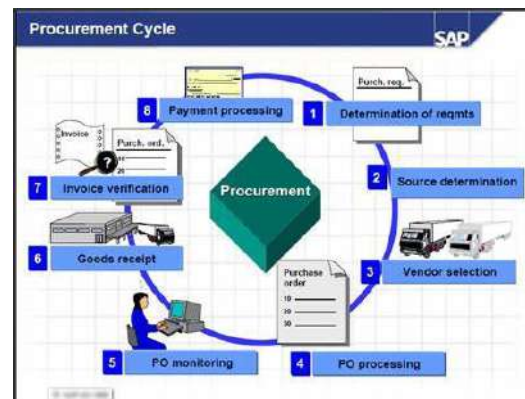
This exercise started by understanding the business requirements, identify automation scenarios then set the process flows that need to be automated and digitalized utilizing the current available ERP system.

The first business process flow to automate was the Purchasing cycle (Local or Foreign).

Starting from a clear, well-defined procurement management process flow help to minimize errors, save time and streamline procurement management cycle.

Mapping the procurement process flow in SAP helped us in:

- Providing us with a clear overview of where the processes start and end
- Increased efficiency
- Ensured accuracy
- Boosted transparency
- Improved collaboration
- Enhanced compliance
- Maintained security



Information Management Platform (Zylab)

Having a well-maintained Information Management is considered as one the critical key success factors in any business.

And to keep things simple and focused on the Key Success Factors for our growing business we have implemented Zylab as one of the best eDiscovery platforms for our:

- Information risk management.
- Email management.
- Records, contracts, and document management.
- Knowledge management.

With such a smart platform we are able to smartly store/retrieve/manage our data in a very easy simple way utilizing the artificial intelligence features available in this archiving platform.

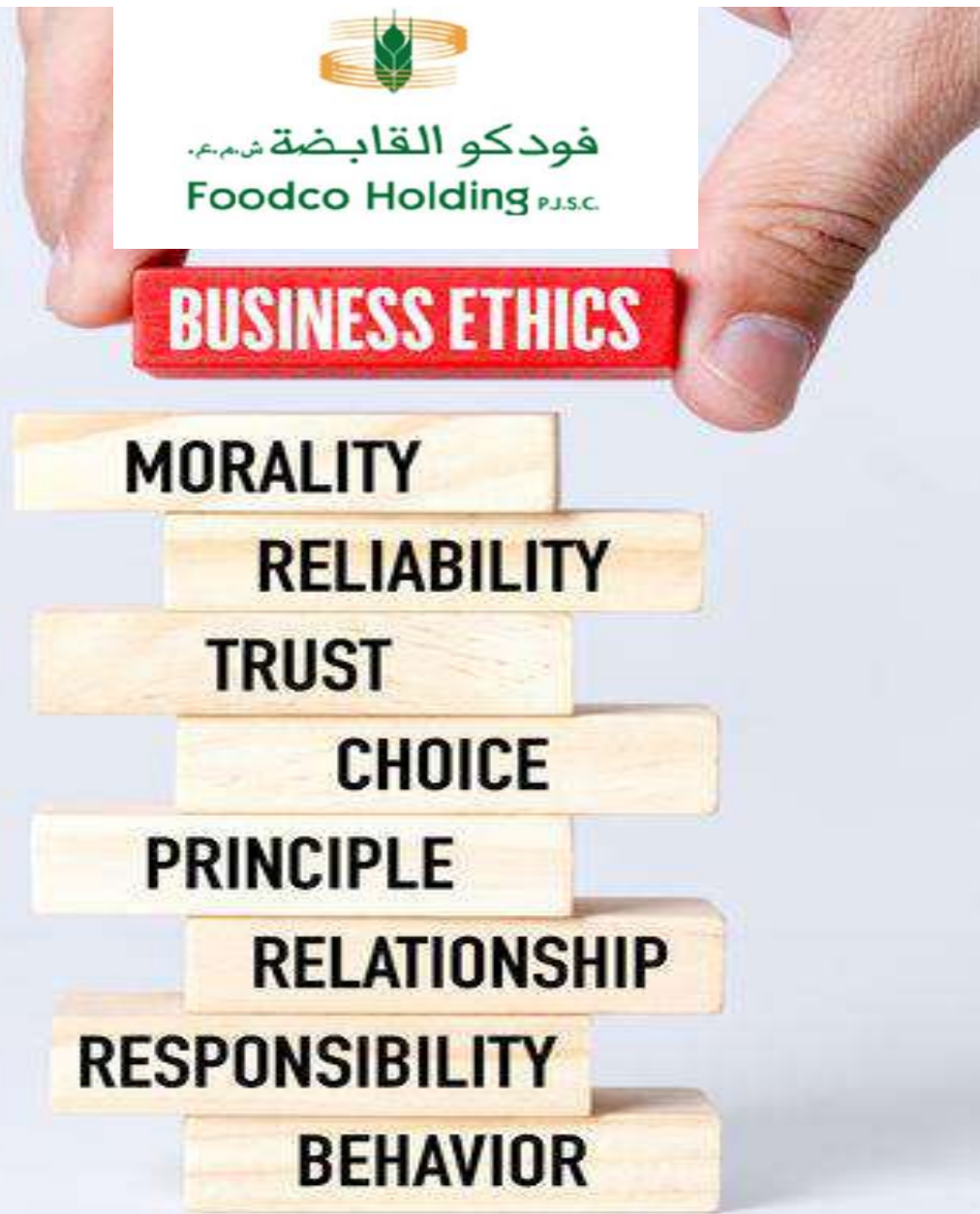


Foodco Policy of Ethical Business Conduct Focal points

In Foodco Holding we are driven, practice and oblige by Business Ethics, morals and responsibilities and it's our core value to ensure that:

Every human being has a right to be treated with dignity, whatever their religion, language, nationality, place of residence, sex, skin colour or any other status. Promot and protect every human rights inside and outside of the organization.

We ensure awareness and follow the alignment with the State duty to protect human rights, the corporate responsibility to respect human rights, and the right of victims to access an effective remedy.



Treat others with dignity and respect at all times

Address and report inappropriate behavior and comments that are discriminatory, harassing, abusive, offensive or unwelcome.

Foster teamwork and employee participation, encouraging the representation of different employee perspectives.

Seek out insights from employees with different experiences, perspectives and backgrounds.

Support flexible work arrangements for co-worker with different needs, abilities and/or obligations

Confront the decisions or behaviors of others that are based on conscious or unconscious biases

Be open-minded and listen when given constructive feedback regarding others' perception of your conduct.





Fostering Diverse, Healthy and Safe Communities

- Our People
- Training & Development
- Health & Safety
- Community Engagement

Our People

Gender Equality

At Foodco we are proud to say that more than 30% of our employees are female

Equal opportunities

At Foodco Holding, equality is our fundamental trait, ensuring every member is given an equal opportunity

Diverse Workplace

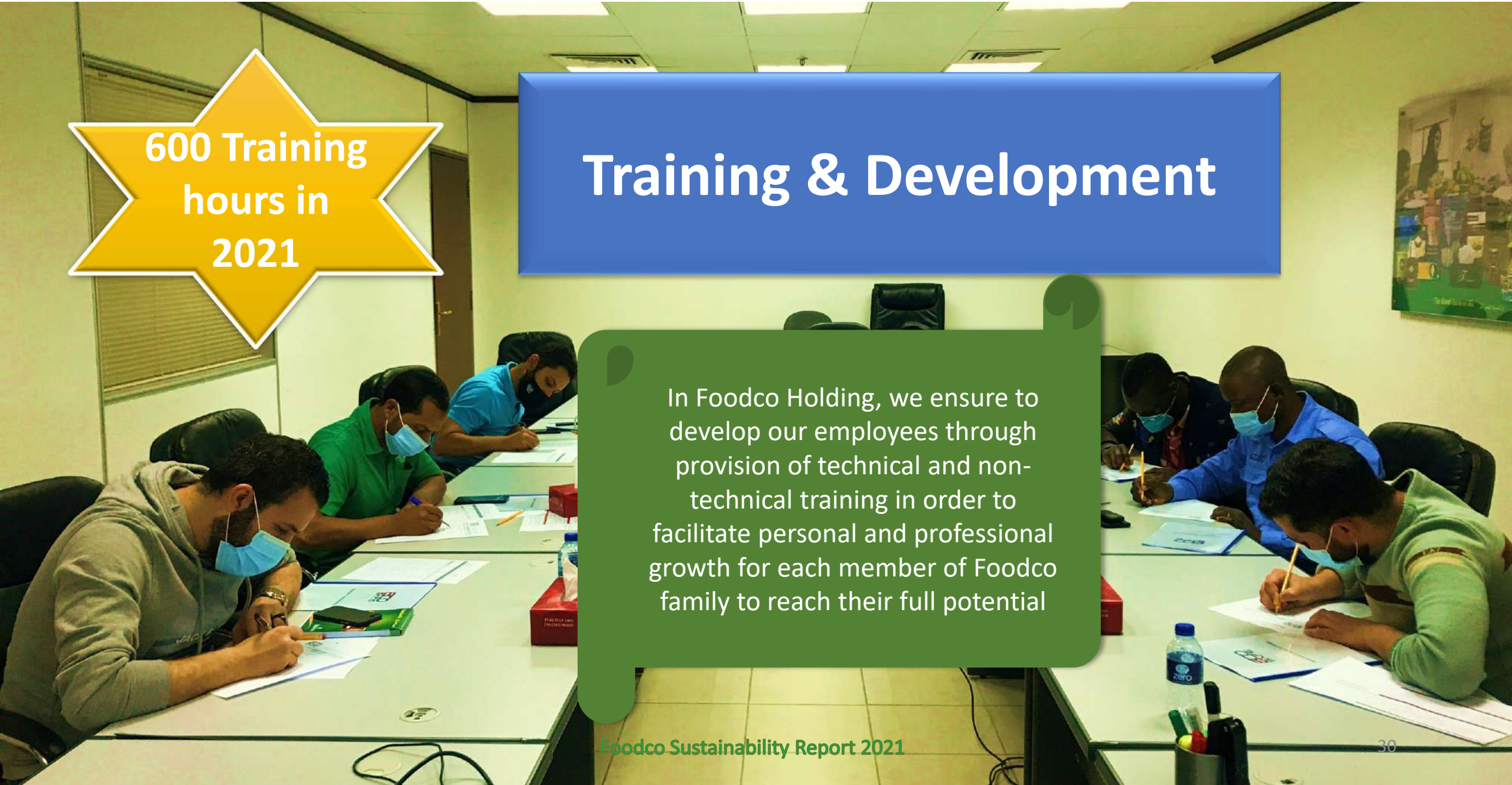
With over 18 different nationalities working in Foodco Holding



600 Training hours in 2021

Training & Development

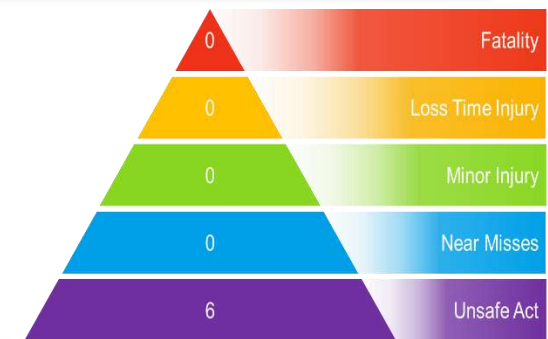
In Foodco Holding, we ensure to develop our employees through provision of technical and non-technical training in order to facilitate personal and professional growth for each member of Foodco family to reach their full potential



Health & Safety in Foodco Holding

In Foodco Holding, Safety in workplace always comes first, protecting our employees is at most priority, therefore, we regularly carry out Risk assessment and inspection of workplace in addition to awareness sessions, those initiatives have helped shaped the safety culture in Foodco to be one of the safest work environment consistently for last several years. Below an illustrative figures of safety performance in Foodco.

Health and Safety Matrix	2019	2020	2021
Number of lost days from LTIs	0	0	0
Number of fatalities	0	0	0
Number of near misses	0	0	0
Number of Unsafe Act	5	6	6
Number of vehicle accidents	5	6	1
Number of Vehicle Violations	99	67	66



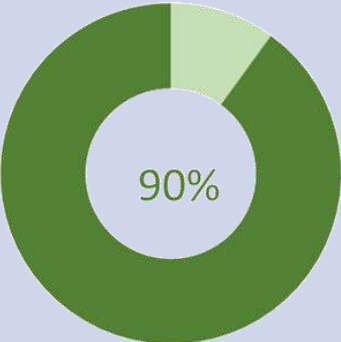

Zero occupational injury was our yearly target for 2021



2021 HSE PROGRESS AGAINST OUR GOALS

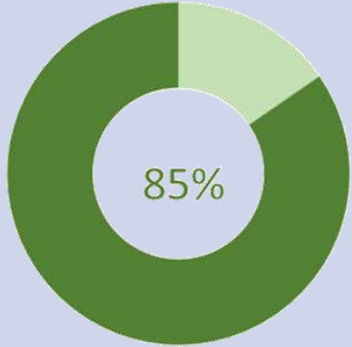

We have reviewed our EHS Policy to ensure its suitability to our organizational context, this serves our foundations and guidelines to achieve the 2021 EHS Targets and Objectives.

Risk Assessments and Health Hazard Identified has been reviewed to ensure alignment to the current activities of Foodco Holding PJSC. It is also important to commend the organization’s effort to continuously strive and improve the implementation, retention and reporting the result of the EHS Performance.

GOALS	ACTION PLANS	CURRENT PROGRESS	STATUS/ POSITION
100% implementation of EHS Management System	Conduct gap analysis to the entire organization	100% gap analysis conducted to all core functional departments to understand the needs and their requirements, established total of 51 controlled documents and procedures that are strictly implemented in the entire Organization.	 <p>90%</p>
	Establish the EHS Management System documents		
	Implementation of the approved policies and procedures		
	Monitoring and evaluation of effectiveness of the EHS Management System implementation		
Zero Occupational Injuries and Illnesses for year 2021	Conduct HIRADC for all Foodco’s activities	Health and Safety Risk Assessment workshop conducted to the core functional team and total 0 recordable incident for 2021	 <p>99%</p>
	Implement all the determined controls for Risk Score 15 above		
	Recording all near misses and incident for the year 2020.		
	Monitoring and evaluation of effectiveness of the control implementation		



2021 HSE PROGRESS AGAINST OUR GOALS

GOALS	ACTION PLANS	CURRENT PROGRESS	STATUS/ POSITION
15% Reduction on Product Waste Generation for 2021	Analyze the volume of COPQ for 2021 vs 2020	The organization established the procedure of market Sales Return, series of trainings and orientation has been conducted to the concerned team to ensure strict implementation of the procedure.	 <p>85%</p>
	Establish procedure for market returns.		
	Training and orientation of product proper handling at all stages (receiving, storage, delivery and market display)		
	Monitoring and evaluation of effectiveness of the activities		
100% training/awareness conducted for EHS Management System and its requirements	Generate the Competency Matrix, TNA and Training Plan for the year 2021	Training needs analysis are translated into 2021 Training Plan, total of 10 training conducted for the year 2021	 <p>99%</p>
	Implementation of the Training Plan Schedule		
	Generate EHS Card bearing the EHS Policy and Employee's Contribution		
	Monitoring and evaluation of effectiveness of the activities		



FOODCO'S 2022 EHS TARGETS & OBJECTIVES

EHS MANAGEMENT SYSTEM IMPLEMENTATION AND IMPROVEMENT

One of the major focuses of the 2022 EHS Target and Objectives for EHS Sustainability is to effectively sustain the implementation of the HSE Management System established in the year 2020.

“100% conducted verification of the effective implementation of the EHS Management System.”

1. 100% Internal Audit Conducted as Planned
2. 100% Management Review as Planned
3. Less than 3 Minor NC raised against HSE noncompliance per Internal Audit cycle

OCCUPATIONAL INJURIES AND ILLNESSES

Foodco aims for Zero Occupational Injuries and Illnesses therefore as part of our EHS Campaign, Foodco commits to intensively provide awareness to our Team, monitors and report work safety incidents and accidents.

“Zero occupational injuries and illnesses for 2022”

1. Less than 3 Non LTI per year including vehicular accident at fault
2. 100% monitoring and reporting of incident and accidents
3. 100% closing of Incident Report within 3 months' time.



REDUCTION ON WASTE GENERATION

Foodco strive to continuously improve its activities and their impact to the environment and as part of this commitment we will develop and implement Foodco's Green Office Management for the year 2022.

1. Established and Implement 2 Policies in relation to EHS (Resources Conservation) for the year 2022
2. 5% Reduction of total COPQ of 2022 versus COPQ of 2021
3. 5% reduction on 2022 paper usage against the year 2021.



EMPLOYEE'S EHS AWARENESS & EMPOWERMENT CAMPAIGNS

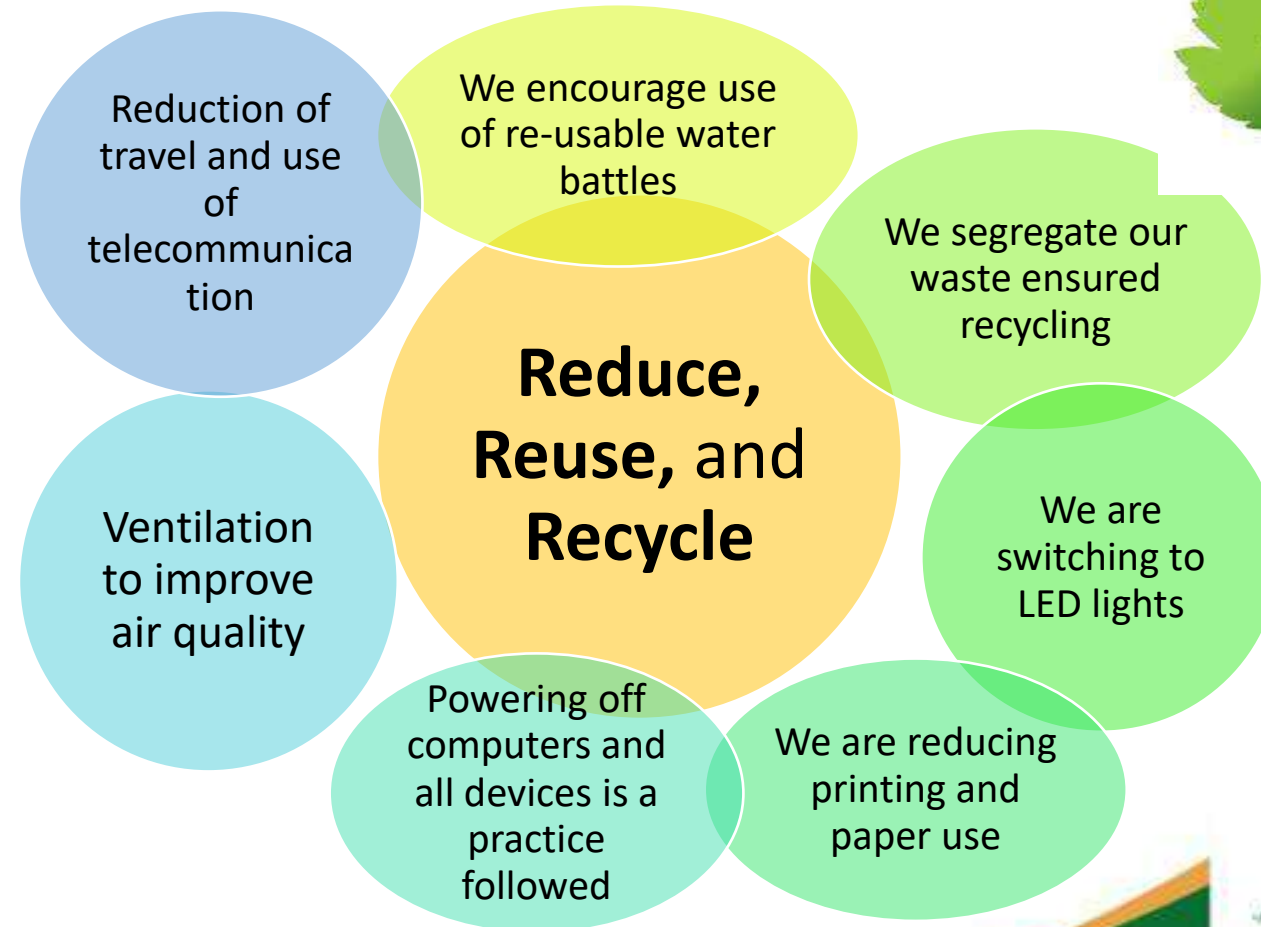
Foodco valued the contribution of the employees to its success is essential therefore, for the year 2022 we have improved the EHS Campaigns in order to continuously provide awareness to our employees.

1. More than 90% training conducted for HSE as planned.
2. Semi-annual Fire Mock drills conducted for 2022



Preserving and Protecting the environment

At Foodco we embrace sustainable business practices, promoting the climate change awareness for the future of our planet. We strive to practice sustainability and environment protection in all our ways of work and living, mentioned here are part of many practices which contributed to fostering and protection of the environment



Thank you

Foodco Holdings PJSC

